



December, 2003

Dear Saturn Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Saturn has decided that a defect relating to motor vehicle safety exists in 2003 and certain 2004 model year Saturn ION vehicles equipped with 2.2L 4-cylinder (I61) engines. These vehicles were built with a fuel filter that may corrode prematurely on the exterior surface. If corrosion on the exterior surface of the fuel filter progresses to the point of creating a hole in the shell, fuel droplets would form and drop to the ground. There would be a noticeable fuel odor around the vehicle. If an ignition source is present, a fire could result.

What Saturn will do:

To prevent the possibility of this condition occurring, Saturn retailers will replace the fuel filter assembly. This service will be performed at no charge to you.

What you should do:

Contact your Saturn Retailer as soon as possible to arrange for the fuel filter and bracket assembly replacement. Repairs will take about 30 minutes although some additional time may be required for paperwork and processing.

The enclosed reply card identifies your vehicle and will facilitate completion of the repairs when presented to your Saturn retail facility. If your address has changed, please provide the new information in the space provided. This will assist us in ensuring that all affected vehicles are corrected.

Your Retailer is prepared to perform this service promptly and with minimal inconvenience to you. However, if your car is provided to the Retailer on the agreed service date and the condition is not remedied on that date, or within a reasonable time, please contact the Saturn Customer Assistance Center at 1-800-872-8876, or for the hearing impaired, 1-800-833-6000. We will assist you and the Retailer in getting your car serviced.

If, after contacting your Saturn Retailer and the Saturn Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 7th St., SW, Washington, DC 20590, or call 1-888-327-4236.

Again, we sincerely regret any inconvenience or concern this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Saturn provides you many miles of enjoyable driving.

Sincerely,

Saturn Corporation
03068

03068 GOODWILL WORKSHEET

As stated in the "Credit" section of this bulletin, Retailers are empowered to use good judgment regarding loaner/rental cars or other goodwill expenses that might become necessary for customer satisfaction.

Complete this worksheet and attach it to the hard copy of the Customer Service Order (CSO) to document all recall and goodwill claims submitted to Saturn.

VIN# _____

A. Vehicle Loaner/Rental Allowance Explanation: \$ _____

Repair Performed	Sale Type	Case Type	Labor Op.	Net Item Amount	Net Item Code	# Days Rental
Loaner Reimbursement	WC	VC	V1096	***	C	*

* Not to exceed \$30/day for 1 day

B. Other/Goodwill Allowance Explanation \$ _____

(Specify what was done and why)

Repair Performed	Sale Type	Case Type	Labor Op.	Net Item Amount	Net Item Code	# Days Rental
Other Goodwill	WC	VC	V1097	***	R	N/A

Authorized Retailer Signature

(Please copy this form as necessary)